

CITY OF ATLANTA, GEORGIA JOB DESCRIPTION

Job Title: Customer Service Representative, Senior

Date: 1995

Purpose of Job

The purpose of this job is to provide customers with information regarding accounts, services, and other pertinent information for an assigned department. Duties include, but are not limited to investigating and resolving complaints; assisting customers; preparing reports and documents; and providing information.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Administrative Duties:

- Investigates and acts on complaints, problems and concerns which includes recording customer calls, analyzing records and conferring with field and departmental personnel in regards to same.
- Prepares various types of reports, documents, memos, etc. in performance of duties such as log of customer calls and visits, record of work orders, customer complaint reports, new service letters, appointment letters, etc.

Planning and Organizing:

- Plans and organizes daily work routine.
- Implements work activity in accordance with priorities and estimates schedules.

Communication:

- Communicates with Directors to report problems.
- Dispatches requests for services to substations or area supervisors, as necessary.
- Communicates with other departments to explain problems or transfer information.
- Communicates with appropriate official or department head complaints which need to be handled by that particular division, bureau or department.

- Communicates with supervisor to receive instructions and directions to complete job tasks efficiently and accurately.
- Communicates with co-workers to exchange information.

Problem Identification and Solution:

- Determines if calls are emergencies, and if so, direct call to appropriate agency, department, of E-911.
- Responds to inquiries of customer regarding sanitary and sewer service concerns by telephone or personal contact.
- Explains rate structure, billing schedule, methods of computing charges and adjustments.
- Resolves customer complaints in accordance with established policies and operating guidelines.
- Prepares and reviews a variety of records and reports; compiles and files inquiry and complaint data for future reference.
- Prepares service orders.
- Dispatches information to field personnel through base station in absence of dispatcher.

Equipment Use and Maintenance:

- Uses computer and related software to retrieve and record customer information.
- Uses typewriter to complete forms and letters.
- Uses adding machine to compute figures.
- Operate telephone to answer incoming calls.
- Operates radio transmitter to dispatch calls.
- Uses various secretarial, clerical and computer supplies as needed to complete tasks and assignments.

Record Keeping and Documentation:

- Completes daily, weekly, monthly, and annual reports to record data regarding incoming calls and requests received.
- Maintains files and logs.

Marginal Job Functions

- Performs other related duties as required.

Knowledge of Job

Has knowledge of customer service and billing practices, policies and procedures as necessary in the completion of daily responsibilities. Is able to follow policies, procedures, plans and activities. Ability to follow operations and staff plans and objectives. Is able to follow long-term goals for the department in order to promote effectiveness and efficiency. Has general knowledge of applicable policies, standards, and regulations pertaining to the specific duties and responsibilities of the job. Ability to keep abreast of any changes in policy, methods, operations, budgetary and equipment needs, etc. Is able to effectively communicate and interact with management, employees, and members of the general public. Is able to assemble information. Have good organizational, human relations, and technical skills. Has the ability to follow regulations, procedures, and related information. Is knowledgeable and skilled in the use of computers. Is able to read, understand and interpret billing and customer service reports and related materials.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or GED required; two years of customer service experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of job-related machines and/or office equipment. Must be able to move or carry job-related objects or materials. Physical demand requirements are at levels of those for sedentary or office environment work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability to communicate with people to convey or exchange professional information.

LANGUAGE ABILITY: Requires the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May require the ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

INTELLIGENCE: Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

NUMERICAL APTITUDE: May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape.

MOTOR COORDINATION: Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.